



Training Course

Mediation for ombudspersons

Saving costs of conflict

A unique training course for prevention advisers and/or confidential counsellors to integrate mediation into their work as person of trust in the organisation and to develop and practice their mediation competency.

Next date:

26/27 November, 2009

near Brussels

Mediation for ombudspersons

Ombudspersons - prevention advisers and confidential counsellors - are often in first line when parties at work face a conflict and search for help. The 2007 Belgian law regarding psychosocial conflicts at work even specifically states that these cases should be addressed by the prevention adviser and/or confidential counsellor in order to prevent further escalation. Alongside expertise in psychological issues, knowledge of mediation approaches and alternative dispute resolution (ADR) are key instruments for ombudspersons to resolve conflicts and avoid relapse. This course introduces ombudspersons to mediation, ADR and to interest-based conflict management systems, supporting preventive measures and saving costs of conflict at an early stage.

In this course, you will learn

- to understand how mediation can help to solve work place conflict
- how to use mediation approaches and techniques to resolve workplace conflicts
- how to avoid classical pitfalls for a mediating ombudsperson
- when to refer to external mediation support or other ADR approaches
- to include mediation as a key competence in your practice as ombudsperson
- how to integrate mediation into the corporate culture
- about the potential of an overall interest-based conflict management system

During the course, you will meet

- Fellow ombudspersons who want to explore what mediation can do for saving the costs of conflict
- Experts in the field of conflict management and business mediation
- Trainers and facilitators with practical experience in mediating and setting up interest-based conflict management systems
- Candidates for the ombudsperson mediation network who share conflict cases and how they were handled in the field

How you will learn

- By experience with an interactive mix of presentations, video-material, real life cases, practical tools, individual and group exercises and simulations
- By thorough feedback and debriefing in order to optimize your learning results, including tools for practice and post-training impact
- By sharing conflict and mediation cases through the ombudsperson mediation network



Your trainers and experts

This Prospex course will be given for you by selected Prospex faculty, among which:



Peter Rakers is a senior trainer & mediator with hands-on management experience. He is a former managing director at Ratiopharm and trainer at the CEMS program at the Rotterdam School of Management (RSM).



Dr. Marc Gramberger is mediator, facilitator and trainer with broad international experience in business, public institutions and civil society. He is the author of the official OECD handbook „Citizens As Partners.“



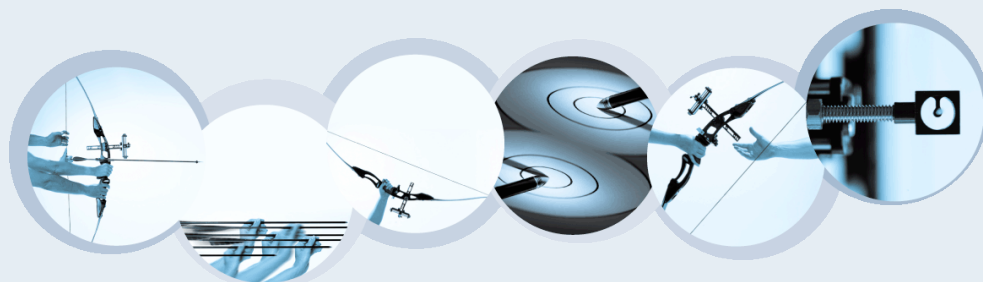
Prof. Dr. Katia Tieleman is a leading expert & practitioner in mediation & conflict management. She is professor for at the Vlerick Management School and affiliated with the Harvard Program on Negotiations.

Also available: further services and courses

- ▶ Prospex offers mediation and negotiation services to support you in a concrete conflict or negotiation situation.
- ▶ Prospex helps companies and organisations to develop their Corporate ConflictAbility® by creating comprehensive conflict management systems.
- ▶ Prospex offers a variety of further training courses for developing competencies in mediation, negotiation and other management and leadership fields, including inter-cultural awareness and team-building.
- ▶ Prospex offers many of its courses also as in-house training, specifically tailored to suit your team's or organisation's needs. Prospex is able to deliver the course in a variety of languages, among which English, Dutch, French and German.

Prospex - enabling cooperation for excellence

Prospex enables organisations to develop *cooperation for excellence*. We provide top level services for **negotiation, mediation, facilitation, strategic foresight, management training** and **coaching**. Prospex works internationally with companies, public institutions and their stakeholders. We have a strong track record in developing and delivering successful, high level and tailor-made learning and implementation solutions. We typically build long term relationships with our clients, thinking and working with them in order to provide the most effective interventions.



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This **two-day** training course will be held next on **26/27 November, 2009, near Brussels**.

The price for the participation in the course is: **1490,-- EUR** excluding VAT.

This price includes:

- ▶ the participation in the course
- ▶ all course documentation and materials
- ▶ refreshments and lunch at the venue

For interested participants, there will be opportunities for accommodation available at or near the venue at own additional cost.

The course materials will be provided in English. Participants are free to make contributions and pose questions in English, Dutch, French, and German.



Yes

I hereby register for this Prospex training course at the date and location indicated above. Further details will be sent to me in due course.

On receipt of my registration, Prospex will send me a confirmation of registration including further information and the invoice for the full amount indicated above, payable within 30 days but minimum 10 working days before the event. Prospex retains the right to refuse participants. Cancellation policy: Prospex retains the right to cancel the course up to 10 working days before the date of the course, if there is an insufficient number of registrations – in this case, Prospex will fully reimburse already paid participant fees for the concerned course. In case of a cancellation by a participant 20 working days or up to 10 working days before the course, Prospex may charge the client a fee of 50% of the participation fee. In case of a cancellation of participation by a participant 10 working days or less before the course, the full participation fee will be due.

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<i>Date</i>	<i>Signature</i>	

Please fax your registration to **+32 15 22 544 8** or scan and email to training@prospex.com

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